

Contact: **Ronda Sloan**  
502-564-6098  
502-330-1804 (cell)

## **NEWS RELEASE**

### **STILL TRYING TO RESOLVE STORM DAMAGE CLAIMS?**

#### **Office of Insurance available to help with complaints**

FRANKFORT, Ky. (March 26, 2008) – Roofers and other construction workers are busy repairing damage from the severe weather that raced through Kentucky Feb. 5-6. When the Kentucky Office of Insurance (KOI) sent members of its emergency response team to seven counties the week after the storm, many consumers had already seen an adjuster and were making arrangements for necessary repairs to their property.

However, consumers who have not settled a storm claim at this point can turn to the KOI for assistance.

"We have a team of investigators in our Consumer Protection and Education Division trained to assist consumers and answer questions about the claims process," said John Burkholder, KOI acting executive director. "Any consumer may request our assistance in resolving insurance-related problems arising from their storm damage claims. That is a free service we provide to consumers."

Consumers may call KOI at 800-595-6053. Information on filing a complaint, as well as an online submission form, is available at <http://doi.ppr.ky.gov/kentucky/>. Go to the Consumer Protection and Education bar on the left and click on "File a formal complaint online" or "File a consumer complaint."

KOI is an agency of the Department of Public Protection in the Environmental and Public Protection Cabinet.